

# INDIANA

## Consumer Sentinel Complaint Statistics and Trends

*January 1 - December 31, 2002*

**Total Number of Fraud and Identity Theft Complaints from Indiana Consumers = 6,307**



**Fraud Complaints from Indiana Consumers = 3,695**

### *Top Fraud Complaint Categories for Indiana Consumers*

Rank	Top Categories	Complaints	Percentage <sup>1</sup>
1	Internet Auctions	975	26%
2	Advance-Fee Loans and Credit Protection/Repair	445	12%
3	Internet Services and Computer Complaints	353	10%
4	Prizes/Sweepstakes and Lotteries	326	9%
5	Shop-at-Home/Catalog Sales	264	7%

<sup>1</sup>Percentages are based on the total number of fraud complaints from Indiana consumers (3,695).

### *Amount Paid Reported by Indiana Consumers*

Total No. of Complaints	Total Amount Paid Reported	Total Complaints Reporting Amt Pd	Percentage of Complaints Reporting Amount Paid	Average Amount Paid <sup>2</sup>
3,695	\$3,618,299	3,076	83%	\$1,176

<sup>2</sup>Average amount paid is based on the total number of fraud complaints where amount paid was reported by Indiana consumers (3,076).

### *Top Indiana Consumer Locations for Fraud Complaints*

Consumer City	No. of Complaints
Indianapolis	633
Fort Wayne	179
Lafayette	129
Evansville	112
Bloomington	99



**Identity Theft Complaints from Indiana Victims = 2,612**

### *Identity Theft Types Reported by Indiana Victims*

Rank	Identity Theft Type	No. of Victims	Percentage <sup>1</sup>
1	Phone or Utilities Fraud	949	36%
2	Credit Card Fraud	872	33%
3	Bank Fraud	372	14%
4	Government Documents or Benefits Fraud	172	7%
5	Loan Fraud	153	6%
6	Employment-Related Fraud	139	5%
	Other	464	18%
	Attempted Identity Theft	192	7%

<sup>1</sup>Percentages are based on the 2,612 victims reporting from Indiana. Percentages add to more than 100 because approximately 22% of victims from Indiana reported experiencing more than one type of identity theft.

### *Top Indiana Identity Theft Victim Locations*

Victim City	No. of Victims
Indianapolis	585
Fort Wayne	167
South Bend	117
Gary	80
Evansville	50